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FREND™ System Installation Guideline

(For sales reps only)

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1 Warm-up Controls & PSA Cartridges

1. Take Control 1 (Blue cap) & Control 2 (Red Cap), 3 PSA Cartridges out o f refrigerator in advance

2. It is recommended that you take th em out before you set up FREND™ System for demo/installation becau se 15-20 minutes are required to eq uilibrate to room temperature.

3. Request a real sample, and begin c entrifuging. Should take approxima tely 10 minutes—depending on the l ab's protocol. (Protocols may vary l ab to lab, ask that they use their o wn protocol.)

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2. Ready to Demo

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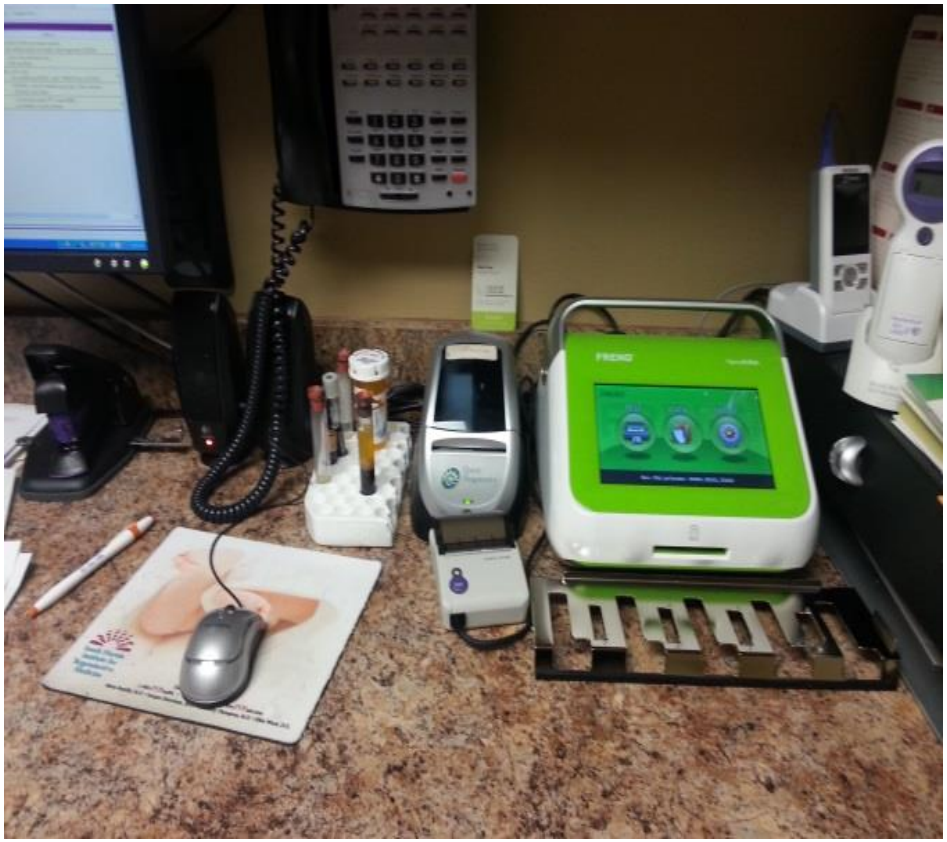

<Check list>
Please remark Check list

YOU ARE UNPACKING THE BOX AND DESCRIBING THINGS AS YOU GO

FREND™ System
Power cord
QC Cartridge / QC code chip
FREND™ User Manual
FREND™ Pipette (optional)
Thermal Printer & cable (optional)
Barcode Scanner (optional)
Batch Rack (optional)

FREND™ PSA Plus Kit (box)
External controls 1 & 2

3. Describe back panel of FREND™ System

Explain the back panel of FREND™ System.

- Power switch
- Power plug (install power plug)
- USB port for data transfer and softwar e updates
  (Use only FREND™ System USB drive)
- USB/RS232 link to PC
  (feature coming soon)
- Code Chip Slot (explain more later)
- Printer port (install printer)

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4. Turn on FREND™ System - QC Cartridge Intro

Turn on FREND™ System. Then,

- Use boot up time to describe QC Car tridge or other accessories
- Explain that the QC Cartridge checks laser power, alignment, and fluoresc ence ratio
- If user asks 'when' they use the QC cartridge, response should be whene ver the FREND™ System is involved in a major move—such as shipping o r transport to another site.

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5. Describe SETUP screen - QC Cartridge run

- Show 'USER ID' setup
- Show 'DATE/TIME' setup
- Show 'USB software' update Installed 'ITEM', 'SYSTEM' VIEW
- Show QC Cartridge code chip install

  - Put the button 'Code Chip'
  - Put 'Code Chip' in the 'Code Chip' slot. (Remind user to listen/feel the 'click', and install 'carefully' because it is sensitive)

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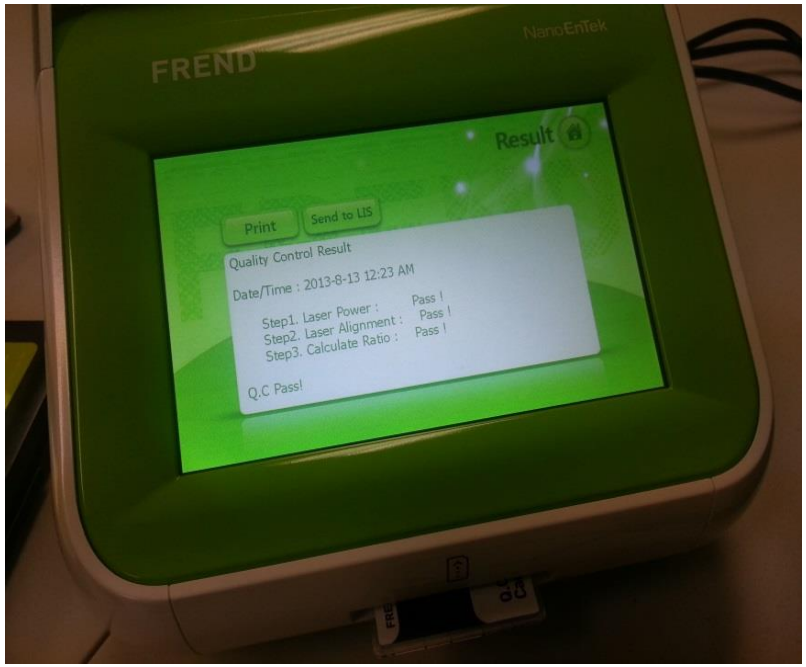
6. After running QC Cartridge



You should see

- **Pass, Pass, Pass sign**
  - Laser power OK
  - Laser alignment OK
  - Ratio = algorithm OK

- Strongly recommended QC Cartridge run after major movements: shipping, transport to another lab, instrument is dropped, etc.

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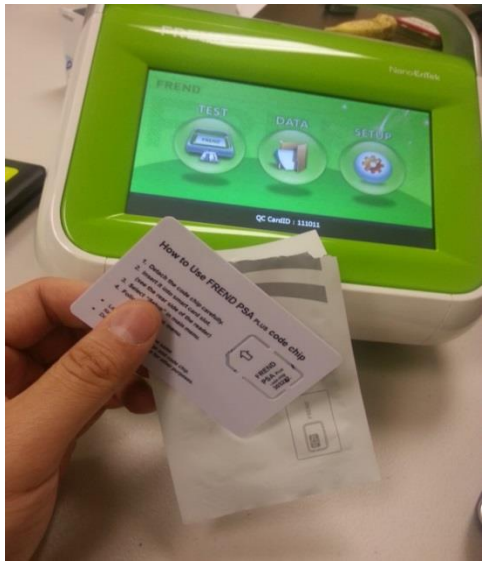
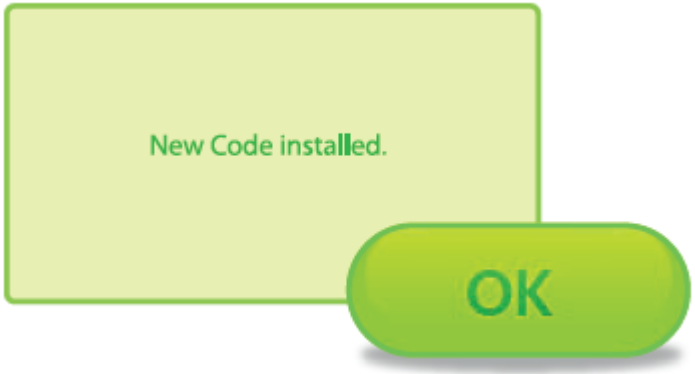
7. Install PSA Code Chip





1) Open up a PSA box: Cartridges, Code Chip, pipette tips, product insert.
2) Remove Code Chip from pouch, and show them how to separate code chip only from card
3) Install carefully into the slot on the back panel
4) Go to 'SET UP' button, and 'Code Chip', and wait FREND™ System to finish installation.
5) Each code chip, and need to check the lot # of code chip, cartridge pouch, and cartridge box.
6) User can dispose of Code Chip
   - each FREND™ System can

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7. Real test start: Run real sample

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Please ask the site before you visit to prepare real blood sample. If it is available,

1. Request gloves
2. During Centrifuging, you can put a cartridge on 5 Slot tool (Option)
3. Open sample tube carefully, most users are hesitant about this step
4. Add Sample without bubble
5. Go!
6. See the result on a monitor
7. Press 'PRINT' button
8. Show 'Data' button, and show how many data are saved (About 500 ea; user should clear data monthly or device will slow down))

* **EDTA Plasma** tube (Purple Top) is preferred (faster protocol)
* **Centrifuge**
  - Use the lab's protocol (if 10 min. centrifuge, do not deviate)
  - You can say that a shorter protocol can be used because FREND™ System PSA Plus uses only 30 uL sample

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8. Q.C. Control: Run Control 1/Control2

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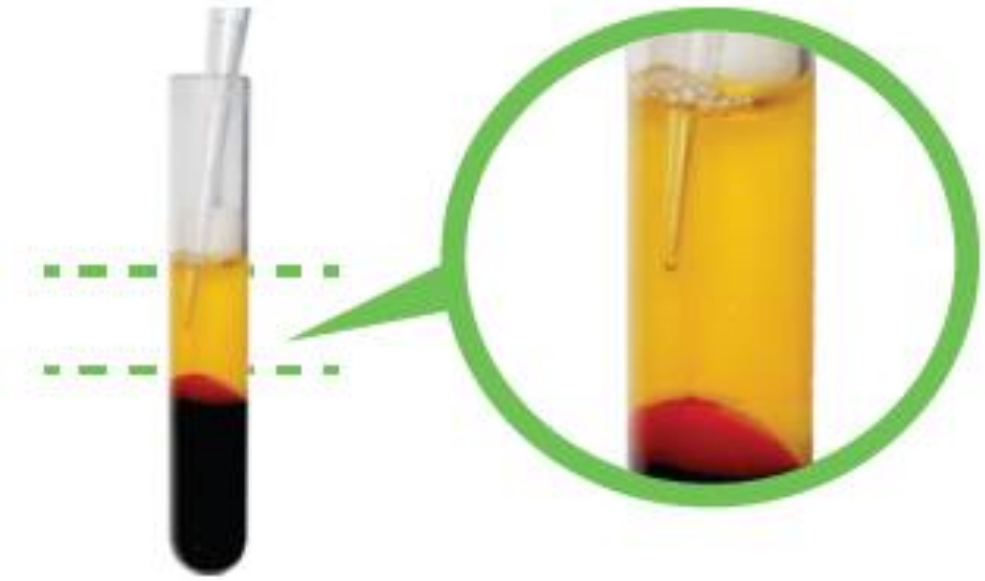

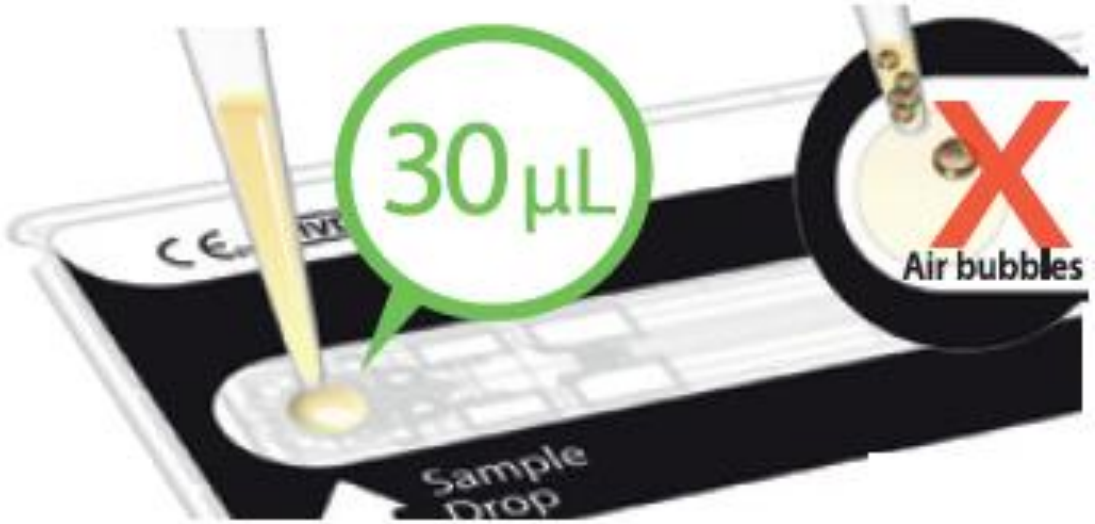

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9. INSTALLATION COMPLETE!

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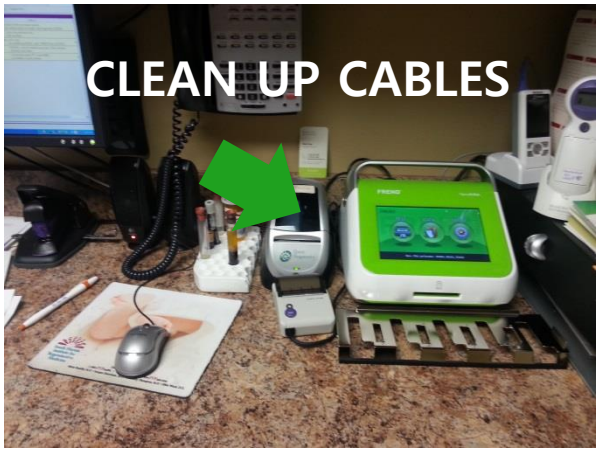
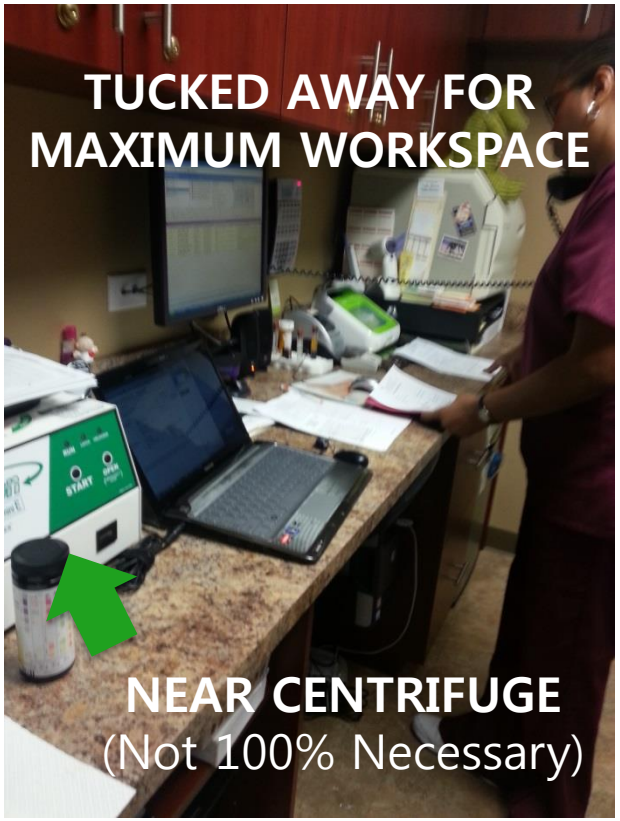
Placement Tips:





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* APPROXIMATE TIMING

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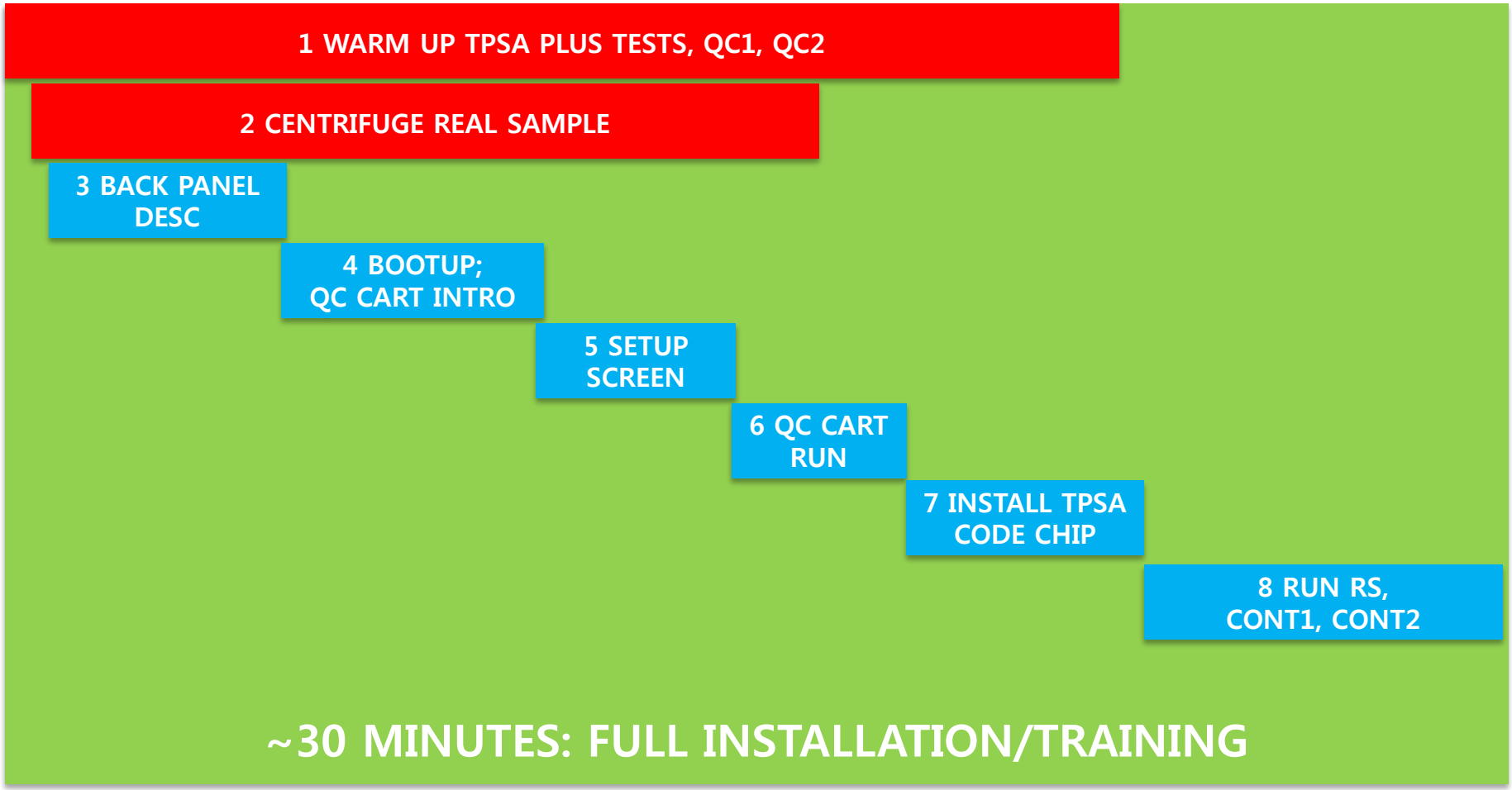
1 WARM UP TPSA PLUS TESTS, QC1, QC2
2 CENTRIFUGE REAL SAMPLE
3 BACK PANEL DESC
4 BOOTUP; QC CART INTRO
5 SETUP SCREEN
6 QC CART RUN
7 INSTALL TPSA CODE CHIP
8 RUN RS, CONT1, CONT2
~30 MINUTES: FULL INSTALLATION/TRAINING

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FAQ

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	Question	Answer
1	Verification & Q.C. protocol?	Refer to product insert or supply guideline(s)
2	1 day room temp. shelf life?	OK
3	What if I leave out for 1 week?	Ask tech support
4	When should I install code chip	Install code chip with each new box or when lot changes
5	Leave code chip in or out?	Dispose
6	Data capacity	500 results; results of QC are not recorded

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